Voice Services

In the GETS environment, the Resource Units (RUs) for voice services recover charges for:

- Voice communications (telephones)
- Contact Center
- Web conferencing
- Video conferencing

This chapter explains those RUs and provides best practices that agencies can implement to right-size their use of GETS voice services.

If you have any questions about the information provided in this chapter, please contact the Agency Relationship Manager (ARM) assigned to your agency.

Voice Services Resource Units (RUs)

Our **Billing Triggers** [**Quick Reference**](#)[1]
(Excel format) helps you determine the actions that start and stop billing for your GETS services.

View the **Current Rate Tables** *(PDF format) for* [Voice](#)[2] *services and* [Hosted Voice](#)[3] *(VoIP) services.*

The following Resource Units recover the cost of GETS voice services. The invoice collection date for all voice services is the 5th day of the month.

Resource Unit	Description
Voice Port ? Basic RU	Handset, 2 station appearances, unlimited long distance and feature including call forwarding, caller ID, call waiting, three-way calling, la number redial

Agency Best Practices to Manage Voice Services Consumption

Best Practice: Reconcile the Bill with Agency Consumption Reports

The agency should always begin consumption management of GETS services by *reviewing* and *understanding* the reports that document its use of these services and *reconciling* that information with its monthly invoice. For voice services, the agency should review the Invoice Detail Report for Voice Services found on the GETS Portal. It includes:

- Agency and Cost Center
- Report Category
- Resource Description
- Telephone Number (if applicable)
- Rate Code
- Invoice Number
- Usage Dates
- Units and Rate
- Amount Charged

If a potential discrepancy is identified:

- The agency should first match the expected change with the invoice collection date. Some services do not roll off the agency's bill for almost two months depending on the request date.
- Once the agency determines that the discrepancy was not caused by the invoice collection date, the agency should submit a dispute using the Finance tab in the Remedy Service Request Catalog.

Best Practice: Disconnect circuits no longer in use

The agency should disconnect circuits when a department or office closes or downsizes and in other circumstances when voice services are no longer needed.

Best Practice: Set agency telecommunications policy in accordance with state telecommunications policy

The Governor?s Office of Planning and Budget and GTA jointly set telecommunications policy in *Rules, Regulations and Procedures Governing the Acquisition and Use of Telecommunications Services and Equipment* (OPB-GTA Policy 4, Revision 9). The agency should set and implement its agency-level telecommunications policy to meet the requirements of the state policy and right-size its assignment of telecommunications resources to agency staff based on job function.

Term	Description
Voice Port ? Premium RU	Handset, 6 station appearances, unlimited long distance, all features
Voice Port ? Basic, plus intercom, email integration, distinctive ringing, conference calling, analog ports	
Voice Port ? Trunk RU	Common group of central office lines that terminate in a PBX system
Key Telephone System (KTS)	
Pinpoint 911 RU (only available with trunk service)	Provides public safety agents with location information
Voice Port ? IPT Connect RU	IP capable voice station port that is active and authorized for use ? connectivity and maintenance for agency-owned VOIP PBX
Voicemail Box RU	Active when installed and authorized for use
Video Conference Room ? with or without support	Two-way audio and video communication for two or more locations, recorded calls for playback, with or without on-site support
Video Conference Transport RU - Type 1 - Type 2 - Telemedicine quality video (2768K) - Business quality video (384k)	Transport service for video conferencing
Web Based Desktop Video Client RU	User account login via web browser to video bridge. Each video conference room subscriber receives one video client free of charge
Customer Relationship Management Seat RU	License that allows contact center agents access to customer information, scripting, analytics, and customer satisfaction surveys
Interactive Voice Response (IVR) Port RU	Provides ability to handle callers; measure of simultaneous calls that can be handled
Auto Attendant Port RU	Provides ability to handle callers by auto attendant; measure of simultaneous calls that can be handled

How to Install, Move, Add, Change or Delete Voice Services

All requests to add, move, remove, or change existing Voice services are submitted via the online Remedy Service Request Catalog.

Any wiring/cabling changes require prior approval by the appropriate agency staff.

Glossary of Terms and Acronyms

IMAC ? Install, Move, Add, Change

IMAC-D ? Install, Move, Add, Change, Delete

Trunk ? A common group of central office lines (pooled) that terminate in Private Branch Exchange (PBX) systems or Key Telephone systems.

Video Conferencing ? Conferencing that allows two or more locations to engage in two-way audio and video communications simultaneously.

Web Conferencing ? Webinar allowing a presentation to be shared with remote locations.

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